

Whose Decision to Discontinue / Disconnect Telephone Service

	Total %	Urban % a	Rural % b
Telephone company disconnected me	45	45	43
My decision to discontinue telephone service	42	43	40
I never had telephone service	10	8	15
Don't know	4	4	3
(Base)	(343)	(240)	(103)

Q8: If you previously had telephone service, was it your decision to discontinue it or were you disconnected by the telephone company?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

Whose Decision to Discontinue / Disconnect Telephone Service
Age

	Total %	18-24 % m	25-34 % n	35-44 % o	45-54 % p	55+ % q
Telephone company disconnected me	45	38	55 mq	47 q	45 q	21
My decision to discontinue telephone service	42	36	39	42	39	67 mnop
I never had telephone service	10	23 nop	5	7	6	12
Don't know	4	3	1	5	10 n	0
Base:	(343)	(66)	(96)	(86)	(62)	(33)

Q8: If you previously had telephone service, was it your decision to discontinue it or were you disconnected by the telephone company?

m/n/o/p/q: Significantly greater than the column indicated by the letter at the 95% confidence level

**Whose Decision to Discontinue / Disconnect Telephone Service
Income**

	Total %	<\$5,000 % a	\$5,000- \$9,999 % b	\$10,000- \$14,999 % c	\$15,000- \$19,999 % d	\$20,000+ % e
Telephone company disconnected me	45	48	48	38	54 e	33
My decision to discontinue telephone service	42	39	39	41	30	59 abcd
I never had telephone service	10	8	11	16	11	6
Don't know	4	5	2	5	4	2
Base:	(343)	(77)	(62)	(63)	(46)	(66)

Q8: If you previously had telephone service, was it your decision to discontinue it or were you disconnected by the telephone company?

a/b/c/d/e: Significantly greater than the column indicated by the letter at the 95% confidence level

**Whose Decision to Discontinue / Disconnect Telephone Service
Number of Features When Had Phone**

	Total %	None % e	1+ % f
Telephone company disconnected me	45	27	54 e
My decision to discontinue telephone service	42	41	42
I never had telephone service	10	26 f	1
Don't know	4	5	3
(Base)	(343)	(121)	(222)

Q8: If you previously had telephone service, was it your decision to discontinue it or were you disconnected by the telephone company?

e/f: Significantly greater than the column indicated by the letter at the 95% confidence level

Whether Or Not Telephone Company Offered A Payment Plan/Anything Else To Help Keep Local Service

Nearly one-in-three consumers who had their telephone service disconnected by the telephone company either voluntarily or involuntarily were offered a payment plan to help them keep local service (31%) – 18% were offered a payment plan, but could not afford it and 13% were offered a payment plan which was started, but could not be continued.

Subgroup Differences

- Consumers who were disconnected by the telephone company were much more likely to have been offered a payment plan that they started but could not continue than those who discontinued their phone service voluntarily (20% vs. 6%, respectively).
- Among only those whose service has been disconnected by the telephone company, 41% say the telephone company offered them a payment plan before their service was shut off – about half of this group say they started payments but could not continue and about half could not afford to start payments.

**Whether or Not Telephone Company Offered a Payment Plan
to Help Keep Local Service**

	Total %	Urban % a	Rural % b
Did not offer you a payment plan	58	62	49
Offer you a payment plan, but you could not afford it	18	18	19
Offer you a payment plan which you started, but could not continue	13	11	18
Don't know	11	9	14
(Base = Had Telephone Services Previously)	(296)	(211)	(85)

Q9: BEFORE your telephone service was shut-off, did the telephone company offer you a payment plan to help you keep your LOCAL service? Did they...

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Whether or Not Telephone Company Offered a Payment Plan
to Help Keep Local Service**

	Total %	My Decision % a	Phone Company Decision % b
Did not offer you a payment plan	58	64	53
Offer you a payment plan, but you could not afford it	18	15	21
Offer you a payment plan which you started, but could not continue	13	6	20 a
Don't know	11	16 b	6
(Base = Had Telephone Services Previously)	(296)	(143)	(153)

Q9: BEFORE your telephone service was shut-off, did the telephone company offer you a payment plan to help you keep your LOCAL service? Did they...

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Whether or Not Telephone Company Offered Anything Else
to Help Keep Local Service**

	Total %	Urban % a	Rural % b
No - did not offer anything else	94	93	98
Yes - did offer something else	2	2	2
Don't know	3	5 b	0
(Base = Had Telephone Services Previously)	(296)	(211)	(85)

Q10: BEFORE your telephone service was shut-off, did the telephone company offer you anything else besides a payment plan to help you keep your LOCAL service?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

Interactions With Telephone Company
About Reconnecting Local Telephone Service

Approximately one-in-four consumers has ever called their local telephone company to ask about reconnecting their local telephone service (23%).

Subgroup Differences

- Consumers in the lowest household income bracket, under \$5,000, were much more likely to have called about reconnecting their local phone service than consumers in the higher income brackets – (43% vs. 24% (\$5,000-\$9,999), 10% (\$10,000-\$14,999), 20% (\$15,000-\$19,999), and 15% (20,000+).

Approximately 80% of those who have called the telephone company to inquire about reconnecting their local telephone service have called within the past 12 months, including 22% within the past 30 days.

Nearly one-half of those who have called have an unpaid telephone bill and were offered a payment plan to reconnect (49%) -- 35% were offered a payment plan, but could not afford it and 14% were offered a payment plan that was started, but could not be continued. Additionally, 12% did not have an unpaid bill.

Nearly all of the consumers who have called were not offered anything else besides a payment plan to help them get their local service reconnected (95%).

When these consumers have called to reconnect their local service, the interactions with the telephone company have not been very positive encounters overall, especially for rural residents.

- Twenty-eight percent feel "the person I talked with understood my problems." Although the sample size is small, it appears Rural consumers were even less likely to feel their problems were understood.
- Nineteen percent feel "the person I talked with was knowledgeable about ways to help me get telephone service back"
- Thirteen percent feel "the person I spoke with treated me with respect"

Incidence of Calling Telephone Company to Reconnect Local Telephone Service

	Total %	Urban % a	Rural % b
Yes (have called about reconnecting service)	23	22	24
No (have not called about reconnecting service)	74	76	71
Don't know	3	2	5
(Base)	(343)	(240)	(103)

Q11: Have you ever called your local telephone company to ask about reconnecting your LOCAL telephone service?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Incidence of Calling Telephone Company to Reconnect Local Telephone Service
Income**

	Total %	<\$5000 % a	\$5000- \$9,999 % b	\$10,000- \$14,999 % c	\$15,000- \$19,999 % d	\$20,000+ % e
Yes (have called about reconnecting service)	23	43 bcde	24 c	10	20	15
No (have not called about reconnecting service)	74	56	73 a	86 a	76 a	83 a
Don't know	3	1	3	5	4	2
Base:	(343)	(77)	(62)	(63)	(46)	(66)

Q11: Have you ever called your local telephone company to ask about reconnecting your
LOCAL telephone service?

a/b/c/d/e: Significantly greater than the column indicated by the letter at the 95% confidence level

**Length of Time Since Called Telephone Company to Ask About
Reconnecting Local Service**

	Total %	Urban % a	Rural % b
Within the past 30 days	22	25	16
Between 1 month and 3 months ago	26	21	36
Between 4 and 6 months ago	21	25	12
Between 7 and 12 months ago	12	11	12
More than 1 year ago	21	19	24
(Base = Has Called Local Telephone Company to Ask About Reconnecting Local Service)	(78)	(53)	(25)*

Q12: Approximately how long ago did you call your local telephone company to ask about reconnecting your LOCAL service?

* Very small base size (under 30) ineligible for significance testing

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Whether or Not Telephone Company Offered a Payment Plan
to Help Get Local Service Reconnected**

	Total %	Urban % a	Rural % b
Not offer you a payment plan	38	45	24
Offer you a payment plan, but you could not afford it	35	32	40
Offer you a payment plan which you started, but could not continue	14	13	16
Do not have an unpaid telephone bill	12	8	20
Don't know	1	2	0
 (Base = Has Called Local Telephone Company to Ask About Reconnecting Local Telephone Service)	 (78)	 (53)	 (25)*

Q13: If you have an unpaid telephone bill, did the telephone company offer you a payment plan to help you get LOCAL service reconnected? Did they...

* Very small base size (under 30) ineligible for significance testing

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Whether or Not Telephone Company Offered Anything Else
to Help Get Local Service Reconnected**

	Total %	Urban % a	Rural % b
No - did not offer you anything else	95	94	96
Yes - did offer you something else	5	6	4
(Base = Has Called Local Telephone Company to Ask About Reconnecting Local Telephone Service)	(78)	(53)	(25)*

Q14: Did the telephone company offer you anything else besides a payment plan to help you get LOCAL service reconnected?

***** Very small base size (under 30) ineligible for significance testing

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Ratings of Telephone Company on Treatment Received When
Asked About Reconnecting Local Service
Top Two Box Summary**

	Total %	Urban % a	Rural % b
<u>The person I talked with understood my problems</u> % Agree Strongly/Somewhat	28	32	20
<u>The person I talked with was knowledgeable about ways to help me get telephone service back</u> % Agree Strongly/Somewhat	19	25	8
<u>The person I spoke with treated me with respect</u> % Agree Strongly/Somewhat	13	19	-
(Base = Has Called Local Telephone Company to Ask About Reconnecting Local Telephone Service)	(78)	(53)	(25)*

Q15a-c: Now I would like you to rate your telephone company on how they treated you when you asked them about reconnecting your local service? Please tell me if you AGREE STRONGLY, AGREE SOMEWHAT, NEITHER AGREE NOR DISAGREE, DISAGREE SOMEWHAT OR DISAGREE STRONGLY with each statement.

- Very small base size (under 30) ineligible for significance testing
- a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Ratings of Telephone Company on Treatment Received When
Asked About Reconnecting Local Service**

	Total %	Urban % a	Rural % b
<u>The person I talked with understood my problems</u>			
<u>Agree (Net)</u>	<u>28</u>	<u>32</u>	<u>20</u>
Agree strongly	18	23	8
Agree somewhat	10	9	12
Neither Agree nor Disagree	12	9	16
<u>Disagree (Net)</u>	<u>56</u>	<u>57</u>	<u>56</u>
Disagree somewhat	26	26	24
Disagree strongly	31	30	32
<u>The person I talked with was knowledgeable about ways to help me get telephone service back</u>			
<u>Agree (Net)</u>	<u>19</u>	<u>25</u>	<u>8</u>
Agree strongly	10	15	-
Agree somewhat	9	9	8
Neither Agree nor Disagree	5	6	4
<u>Disagree (Net)</u>	<u>72</u>	<u>68</u>	<u>80</u>
Disagree somewhat	40	38	44
Disagree strongly	32	30	36
<u>The person I spoke with treated me with respect</u>			
<u>Agree (Net)</u>	<u>13</u>	<u>19</u>	<u>-</u>
Agree strongly	9	13	-
Agree somewhat	4	6	-
Neither Agree nor Disagree	12	11	12
<u>Disagree (Net)</u>	<u>72</u>	<u>68</u>	<u>80</u>
Disagree somewhat	23	19	32
Disagree strongly	49	49	48
(Base = Has Called Local Telephone Company to Ask About Reconnecting Local Telephone Service)	(78)	(53)	(25)*

Q15a-c: Now I would like you to rate your telephone company on how they treated you when you asked them about reconnecting your LOCAL service. Please tell me if you AGREE STRONGLY, AGREE SOMEWHAT, NEITHER AGREE NOR DISAGREE, DISAGREE SOMEWHAT OR DISAGREE STRONGLY with each statement.

** Very small base size (under 30) ineligible for significance testing

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

Interest In Getting Local Phone Service

Nearly one-half of the consumers are likely to get (or reconnect) telephone service within the next six months -- 10% "extremely likely" and 36% "very likely."

Subgroup Differences

- Women (58%) and those with children (57%) are significantly more likely to get telephone service within the next six months than men (36%) and those without children (41%).
- Non-whites (56%) and those who have been without telephone service for less than six months (62%) are much more likely to get it within this time frame than Whites (41%) and those who have not had telephone service for at least six months (44%).
- Consumers in the lowest household income bracket, less than \$5,000, are also more likely to get telephone service in the next six months than their more affluent counterparts, especially in comparison to those who with incomes of \$5,000-\$9,999 and \$10,000-\$14,999 (62% vs. 37% and 40%, respectively). Consumers who owe something on a past due telephone bill are much more likely to get telephone service than those who do not currently owe anything (58% vs. 29%).
- Additionally, consumers who had been disconnected involuntarily are as likely to reconnect as those who made the decision to disconnect on their own (54% vs. 48%, respectively).

Among consumers who are either "not very likely" or "not at all likely" to get (or reconnect) telephone service within the next six months, the primary reasons are that they "don't have the money/cannot afford it" (40%) or "don't need a phone" (35%). Sixteen percent "have to pay off past due bill/still owe money."

**Likelihood of Getting/Reconnecting Telephone Service
Within the Next Six Months**

	Total %	Urban % a	Rural % b
<u>Extremely/Very Likely (Net)</u>	<u>47</u>	<u>48</u>	<u>46</u>
Extremely likely	10	12	7
Very likely	36	35	39
Neither likely nor unlikely	14	14	15
<u>Not very/Not at all Likely (Net)</u>	<u>29</u>	<u>28</u>	<u>31</u>
Not very likely	11	11	12
Not at all likely	17	17	19
Don't know	10	11	9
(Base)	(343)	(240)	(103)

Q16: All things considered, how likely are you to get (or reconnect your) telephone service within the next six months? Are you...

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Likelihood of Getting/Reconnecting Telephone Service
Within the Next Six Months
Gender / Children in Household**

	Total %	Gender		Children in Household	
		Male % e	Female % f	Yes % g	No % h
<u>Extremely/Very Likely (Net)</u>	<u>47</u>	<u>36</u>	<u>58</u> e	<u>57</u> h	<u>41</u>
Extremely likely	10	8	14	14	9
Very likely	36	29	45 e	43 h	32
Neither likely nor unlikely	14	18 f	10	13	16
<u>Not very/Not at all Likely (Net)</u>	<u>29</u>	<u>35</u> f	<u>21</u>	<u>22</u>	<u>31</u> g
Not very likely	11	15	7	9	12
Not at all likely	17	20	14	13	19
Don't know	10	11	11	9	12
Base:	(343)	(170)	(170)	(148)	(185)

Q16: All things considered, how likely are you to get (or reconnect your) telephone service within the next six months? Are you...

e/f/g/h: Significantly greater than the column indicated by the letter at the 95% confidence level

**Likelihood of Getting/Reconnecting Telephone Service
Within the Next Six Months
Race / Time Without Service**

	Total %	Race		Time Without Phone Service	
		White % k	Non-White % l	< 6 Months % f	6 Months or More % g
<u>Extremely/Very Likely</u>					
<u>(Net)</u>	<u>47</u>	<u>41</u>	<u>56</u> k	<u>62</u> g	<u>44</u>
Extremely likely	10	8	14	23 g	7
Very likely	36	33	42	39	36
Neither likely nor unlikely	14	16	11	11	15
<u>Not very/Not at all</u>					
<u>Likely (Net)</u>	<u>29</u>	<u>33</u> l	<u>22</u>	<u>18</u>	<u>31</u> f
Not very likely	11	13	8	11	11
Not at all likely	17	20	13	7	20 f
Don't know	10	9	12	8	10
Base:	(343)	(201)	(142)	(71)	(268)

Q16: All things considered, how likely are you to get (or reconnect your) telephone service within the next six months? Are you...

k/l/f/g: Significantly greater than the column indicated by the letter at the 95% confidence level

**Likelihood of Getting/Reconnecting Telephone Service
Within the Next Six Months
Income**

	Total %	<\$5000 % a	\$5000- \$9,999 % b	\$10,000- \$14,999 % c	\$15,000- \$19,999 % d	\$20,000+ % e
<u>Extremely/Very</u>						
<u>Likely (Net)</u>	47	62 bc	37	40	48	48
Extremely likely	10	12	3	16 b	7	18 b
Very likely	36	51 bce	34	24	41	30
Neither likely nor unlikely	14	4	15 a	13	17 a	23 a
<u>Not very/Not at all</u>						
<u>Likely (Net)</u>	29	26	37	33	20	23
Not very likely	11	6	10	13	11	15
Not at all likely	17	19 e	27 de	21 e	9	8
Don't know	10	8	11	14	15	6
Base:	(343)	(77)	(62)	(63)	(46)	(66)

Q16: All things considered, how likely are you to get (or reconnect your) telephone service within the next six months? Are you...

a/b/c/d/e: Significantly greater than the column indicated by the letter at the 95% confidence level

**Likelihood of Getting/Reconnecting Telephone Service
Number of Features When Had Phone**

	Total %	None % e	1+ % f	Decided to use money for something else %
<u>Extremely/Very Likely (Net)</u>	<u>47</u>	<u>33</u>	<u>55</u> e	<u>36</u>
Extremely likely	10	2	15 e	7
Very likely	36	31	39	28
Neither likely nor unlikely	14	16	13	19
<u>Not very/Not at all Likely (Net)</u>	<u>29</u>	<u>37</u> f	<u>24</u>	<u>36</u>
Not very likely	11	16 f	9	14
Not at all likely	17	11	15	22
Don't know	10	14	9	10
(Base)	(343)	(121)	(222)	(162)

Q16: All things considered, how likely are you to get (or reconnect your) telephone service within the next six months? Are you...

e/f: Significantly greater than the column indicated by the letter at the 95% confidence level

Reasons for Being Neutral on Reconnect Telephone Service

	Total %	Urban % a	Rural % b
Don't need a phone	31	27	40
Don't have the money/Can't afford it	23	18	33
Have to pay off past due bill/Still owe money	15	18	7
Other bills are more important	6	3	13
I need phone service for emergencies/Have children	4	6	0
Other	21	27	7
Don't know	6	6	7
(Base = Neither Likely nor Unlikely)	(48)	(33)	(15)*

Q17: Why are you (RESPONSE IN Q.16) to get (or reconnect your) telephone service?

* Very small base (under 30) - ineligible for significance testing

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

Reasons for Being Unlikely to Get/Reconnect Telephone Service

	Total %	Urban % a	Rural % b
Don't have the money/Can't afford it	40	42	34
Don't need a phone	35	33	38
Have to pay off past due bill/Still owe money	16	18	13
Not currently working	5	2	13 a
Other bills are more important	2	3	0
Would prefer to use a cell phone	2	3	0
Don't want to be ripped off	1	0	3
Can borrow the neighbor's phone	1	0	3
Other	6	6	6
Don't know	1	2	0
(Base = Not Interested)	(98)	(66)	(32)

Q17: Why are you (RESPONSE IN Q.16) to get (or reconnect your) telephone service?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

Amount Owed On Past Due Telephone Bills

Two-in-five consumers do not owe anything at the present time on a past due telephone bill (39%). The average amount owed is \$195.

Subgroup Differences

- Rural residents are significantly more likely to not owe anything on a past due telephone bill than their urban counterparts (49% vs. 35%, respectively).
- Men (45%) and those without children in their household (48%) are also much more likely to not owe anything at the present time than women (33%) and those with children in their household (29%).

Interestingly, intent to reconnect is actually lower among those who do not currently owe any money.

Approximate Amount Owed on Past Due Telephone Bills

	Total %	Urban % a	Rural % b
\$0	39	35	49 a
\$1 to \$100	13	14	9
\$101 to \$200	19	18	20
\$201 to \$400	12	15 b	7
\$401 or more	11	12	11
Don't know	6	7	5
MEAN (\$)	\$195	\$209	\$165
(Base)	(343)	(240)	(103)

Q18: Approximately how much do you currently owe, if anything, on past due telephone bills?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Approximate Amount Owed on Past Due Telephone Bills
Income**

	Total %	<\$5000 % a	\$5000- \$9,999 % b	\$10,000- \$14,999 % c	\$15,000- \$19,999 % d	\$20,000+ % e
\$0	39	21	32	52 ab	43 a	48 a
\$1 to \$100	13	14	13	10	15	12
\$101 to \$200	19	29 e	16	16	17	12
\$201 to \$400	12	9	18	14	13	12
\$401 or more	11	16	16	6	9	8
Don't know	6	12 c	5	2	2	8
MEAN (\$)	\$195	\$319 ce	\$216 c	\$122	\$182	\$135
Base:	(343)	(77)	(62)	(63)	(46)	(66)

Q18: Approximately how much do you currently owe, if anything, on past due telephone bills?

a/b/c/d/e: Significantly greater than the column indicated by the letter at the 95% confidence level

**Approximate Amount Owed on Past Due Telephone Bills
Number of Features When Had Phone**

	Total %	None % e	1+ % f
\$0	39	66 f	24
\$1 to \$100	13	6	16 e
\$101 to \$200	19	9	24 e
\$201 to \$400	12	4	17 e
\$401 or more	11	4	15 e
Don't know	6	11 f	4
MEAN (\$)	\$195	\$90	\$248 e
(Base)	(343)	(121)	(222)

Q18: Approximately how much do you currently owe, if anything, on past due telephone bills?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Likelihood to Get / Reconnect Telephone Service
Amount Owed**

	Owe Nothing %	Owe \$1 or More %
Likely	29	58
Unlikely	48	25
(Base)	(134)	(188)

Q18: Approximately how much do you currently owe, if anything, on past due telephone bills?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

Current Payment Status

A net total of 43% of the consumers cannot pay off and are not making payments on an overdue LOCAL SERVICE bill (35%) or an overdue LONG DISTANCE bill (30%). A net total of 10% of the consumers is currently paying off an overdue LONG DISTANCE (7%) bill or an overdue LOCAL SERVICE bill (6%). Additionally, 48% said none of these conditions apply to them.